



It's Okay to Get Help!

Serving Cumberland, Dauphin and Perry Counties

REPORT ON CONSUMER AND FAMILY SATISFACTION TEAMS (CFST) FISCAL YEAR 2011-2012



CONSUMER AND FAMILY SATISFACTION TEAM REPORT

FISCAL YEAR 2011-2012

INTRODUCTION

For more than a decade The Mental Health Association of the Capital Region has provided feedback to Cumberland and Perry Counties' Mental Health Program regarding satisfaction with County funded services from individuals in recovery who have been service recipients. This project/program has continued to grow and evolve through the years, and it is our belief that this report provides the most comprehensive information to date regarding levels of satisfaction with services and ultimately if individuals have been assisted in their recovery journey.

INTERVIEWING PROTOCOL

Consumer/Family Satisfaction Team members, trained and employed by Mental Health Association of the Capital Region, conducted 101 interviews. Team members are individuals in recovery from mental illness and/or substance abuse as well as their family members. Interviewers were able to build a rapport with consumers, with interviews being approximately 15 minutes. These interviews were conducted at the various locations where the consumer received services or by phone contact.

As is evident from the table below, the number of completed surveys has varied over the last 8 years. The steady increase in the number of completed surveys documents the effectiveness and success of the CFST program. This also supports the recommendations to continue CFST staff training and expanding the number of services surveyed to help provide a more accurate portrayal of satisfaction and if services/supports are helping people. It should be noted that Cumberland and Perry Counties Mental Health Program Office has continued to encourage the work of gathering feedback from individuals in recovery regarding their satisfaction with services. There is a strong commitment to using data gathered in monitoring overall quality assurance by the surveyors with the County Office.

COMPARISON OF TOTAL COMPLETED SURVEYS

Fiscal Year 2004-2005	Fiscal Year 2005-2006	Fiscal Year 2006-2007	Fiscal Year 2007-2008	Fiscal Year 2008-2009	Fiscal Year 2009-2010	Fiscal Year 2010-2011	Fiscal Year 2011-2012
73	51	37	48	120	153	99	101

PROGRAMS SURVEYED

Community Residential Rehabilitation (CRR)	Outpatient	Specialized Community Residence (SCR)	Supported Housing	Psychiatric Rehabilitation	Social Rehabilitation
New Visions, Inc. (Orange St.)	Holy Spirit	Keystone (Hodgestown Road) (Gardner's)	New Visions, Inc. (Hollar Ave.) (Hanover St.)	NHS Stevens Center (STAR)	Aurora Social Rehabilitation Services (Mechanicsburg) (Dromgold Center)
NHS Stevens Center (Louthier St.) (Pomfret St.)	NHS Stevens Center			Aurora Psychiatric Rehabilitation Services	NHS Stevens Center (STAR)
				New Visions, Inc. (Shippensburg Empowerment Dock)	New Visions, Inc. (Shippensburg Empowerment Dock)

TOTAL SATISFACTION RESULTS

**Note: Numbers are identified as % of total surveys completed

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

TOTAL FOR ALL SERVICES

N=	101	Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		40%		52%		6%		1%		0%
2	Supports are responsive to my needs.		48%		49%		2%		1%		0%
3	I can communicate with my team about my strengths, problems, and goals.		46%		49%		4%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		50%		46%		2%		3%		0%
5	This agency is welcoming and respectful.		69%		25%		4%		2%		0%
6	I have a leadership role in developing my goals.		38%		50%		8%		4%		0%
7	I believe I receive the services that I needed promptly.		49%		37%		4%		11%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES		NO							
9	In the last 12 months did you have trouble getting the help you needed?		15%				85%				
10	Were you given the chance to make decisions?		97%				3%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

1 person abstained from answering question number 1

1 person abstained from answering question number 2

1 person abstained from answering question number 3

2011-2012

SATISFACTION BY SERVICE

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

Community Residential Rehabilitation (CRR)

N=	10	Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		40%		40%		10%		10%		0%
2	Supports are responsive to my needs.		80%		20%		0%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		50%		40%		10%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		70%		30%		0%		0%		0%
5	This agency is welcoming and respectful.		70%		20%		10%		0%		0%
6	I have a leadership role in developing my goals.		50%		40%		0%		0%		1%
7	I believe I receive the services that I needed promptly.		80%		10%		10%		0%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES				NO					
9	In the last 12 months did you have trouble getting the help you needed?		0%				100%				
10	Were you given the chance to make decisions?		100%				0%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

2011-2012

COMMENTS REGARDING COMMUNITY RESIDENTIAL REHABILITATION (CRR)

Question # 1. I am an active part of my team:

- It's what I needed in the transition to independent living and it's working out great!
- I participate in activities here at the house and I use staff for any difficulties that arise with me. I also participate with my medication. (By taking it properly and notifying about changes.)
- Because I help around the house.

Question # 2. Supports are responsive to my needs:

- Same as above.
- Staff is supportive.
- Supports are responsive to my needs to learn how things work.
- I like it here.
- They do help me out.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- Because of diagnosis it makes it necessary to talk to staff about all of these things.
- Goal planning helps with this and with my case manager as needed.
- My own ability is what impedes the progress.
- I can go to them anytime I have a problem.
- Helpfulness of the team as a support to guide us through.
- I don't express myself a lot.

Question # 4. I am receiving services that I need to assist in my personal recovery

- This is a sober living environment.
- All of the opportunities to interact are helpful in my personal recovery.
- I follow everything.

Question # 5. This agency is welcoming and respectful:

- They welcomed me with open arms.
- People are good here.

Question # 6. I have a leadership role in developing my goals:

- All of the times I've had goal planning, they (staff) really listen and they give good feedback.
- They tell me what goals to work on because I don't have strong self esteem.
- I got to choose some of the goals that I work on.
- Taking part in groups and leadership is helpful.

Question # 7. I believe I received the services that I needed promptly:

- They're doing fine.
- Transportation to the pharmacy, grocery store or other appointment.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- Residential advisor- it's good to have someone there if I'm having problems and there's somebody there to touch base with.
- Positive attitude of staff.
- The support that I get.
- Goal orientation
- I don't know
- Becoming friends with everyone and being respectful of meetings.
- They really care about me and want me to go further in my education and recovery.
- Taking my meds and learning different things
- Being interactive with people.
- My determination.

**** Least helpful as identified by consumer:**

- Holding back. Wanting to find additional resources.
- Negativity of staff and peers.
- Too much tension around.
- Can't think of anything.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- Help came in a timely fashion.
- I got all the help that I needed.
- They're good here.

Question # 10. Were you given the chance to make decisions?

- They are helping me to better and not dwell on my past.
- We make our own decisions here.

Question # 11. What effect has the treatment you received had on the quality of your life?

- Very positive.
- Made my quality of life significantly better.
- Increased it at least ten fold, no longer a constant struggle to want to live.
- Grown as an adult individual because of the services.
- It's helped it.
- No Comment- Can't think of anything
- Recovery

- Can envision a different future.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

INPATIENT

N= 0		Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		0%		0%		0%		0%		0%
2	Supports are responsive to my needs.		0%		0%		0%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		0%		0%		0%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		0%		0%		0%		0%		0%
5	This agency is welcoming and respectful.		0%		0%		0%		0%		0%
6	I have a leadership role in developing my goals.		0%		0%		0%		0%		0%
7	I believe I receive the services that I needed promptly.		0%		0%		0%		0%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES				NO					
9	In the last 12 months did you have trouble getting the help you needed?		0%				0%				
10	Were you given the chance to make decisions?		0%				0%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

2011-2012

COMMENTS REGARDING INPATIENT

Question # 1. I am an active part of my team:

Question # 2. Supports are responsive to my needs:

Question # 4. I am receiving services that I need to assist in my personal recovery:

Question # 7. I believe I received the services that I needed promptly:

Question # 8. Please share what has helped you in your recovery:

** **Most** helpful as identified by consumer:

** **Least** helpful as identified by consumer

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

Question # 10. Were you given the chance to make decisions?

Question # 11. What effect has the treatment you received had on the quality of your life?

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

OUTPATIENT

N=	14	Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		43%		43%		13%		0%		0%
2	Supports are responsive to my needs.		41%		57%		1%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		36%		64%		0%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		36%		50%		0%		14%		0%
5	This agency is welcoming and respectful.		43%		43%		14%		0%		0%
6	I have a leadership role in developing my goals.		29%		57%		7%		7%		0%
7	I believe I receive the services that I needed promptly.		29%		43%		7%		21%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES		NO							
9	In the last 12 months did you have trouble getting the help you needed?		36%				64%				
10	Were you given the chance to make decisions?		100%				9%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

1 person abstained from answering question number 1
 1 person abstained from answering question number 2
 2011-2012

COMMENTS REGARDING OUTPATIENT

Question # 1. I am an active part of my team:

- With psychiatrist yes. With counselors no I requested a new one.
- I can bring ideas to the table.
- Therapist is helpful.
- I am having a difficult time getting anyone to respond to my concerns in a timely manner.
- No.

Question # 2. Supports are responsive to my needs:

- They help me with
- Sometimes I might need encourage and they help me out. They give me a fresh ideas on things that I am facing.
- He is very responsive to my needs and concerns.
- The counselor was learning a new system.
- No.
- It's taken months to get someone to agree to get a sleep study done. It's tough to get responses in a timely manner and as soon as possible.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- I like my therapist.
- I can communicate with them about my needs to make me a better person.
- Not really.
- They are easy to talk to I can tell them anything.
- No.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- I have an awesome therapist.
- Somewhat. I still need to talk to them about adjusting my meds.
- I would like to join some groups.
- Occasions when I made specific request to my counselor and she hasn't made an effort to respond to those request.
- No.

Question # 5. This agency is welcoming and respectful:

- Therapist is really good hearted. I am comfortable sharing my problems with her. She supports and encourages me..
- Therapist is a really good person. Everybody is pleasant.
- They deal with lots of people and sometimes they cut people short.
- Some of the girls at the desk are sometimes in hurry.
- The waiting area can be a little nicer.
- No.

Question # 6. I have a leadership role in developing my goals:

- She lets me come up with my own goals.
- I am taking it one day at a time. They really work with me and I try to help them out.

- I specifically requested to work on specific issues and it has taken the counselor months to get to them.
- I need their help to come up with goals.

Question # 7. I believe I received the services that I needed promptly:

- She lets me come up with my own goals.
- She works with my schedule.
- You have to wait a long time to get an appointment.
- It usually takes a while to get an appointment, about 3 months.
- Some difficulty when I initially started because there were so many patients saw different doctors I think it was disruptive to the process.

Question #8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- Therapist lets me asses barriers and behaviors that don't help me.
- She helps me see stuff more clearly and helps me build confidence.
- Using the coping skills that therapist suggested.
- Being able to get meds.
- Partial program.
- Medication.
- Counseling.
- Staff attending to my needs.
- None.
- Psychiatrist is open to my suggestions about what's best for me.
- Talking, discussing everything.
- Accessibility of appointments with current doctor, nurse medicine, county services availability.
- Talking to the therapist.
- Being able to talk to a third- neutral party who's not going to give unsolicited advice regarding situations, and can give me goals to strive for.

**** Least helpful as identified by consumer:**

- None.
- None.
- None.
- None. Journaling usually doesn't.
- None.
- None.
- None.
- None.
- None.
- None.
- None.
- None.
- None.
- I don't feel I've been matched with the best counselor. Process of finding additional services is difficult.
- None.
- Not really.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- It took 3 months to get an appointment with the psychiatrist.

- Nothing to add.
- One of the doctors I saw in the summer suggested a sleep study regular dr. took until December to agree. Quite frequently, counselor did not have my records available.

Question # 10. Were you given the chance to make decisions?

- None.
- Not so much with the psychiatrist. I work more with therapist.

Question # 11. What effect has the treatment you received had on the quality of your life?

- It helps me a lot.
- Very positive effect on my life. I am now able to manage my symptoms through coping skills and medication. Medicine helps me focus on things that are important to me like school.
- It helps me a lot.
- I think it's definitely improved it. It's not 100%, but every session I have, I improve a little each time. I'm making strides to where I want to be in the future.
- It's given some improvement but not the level of improvement I would have expected or hoped for at this point.
- It has helped. I had become a little more outgoing and a happier person.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SPECIALIZED COMMUNITY RESIDENTIAL (SCR)

N=	10	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	22%	67%	0%	11%	0%
2	Supports are responsive to my needs.	33%	56%	11%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	22%	56%	22%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	33%	67%	0%	0%	0%
5	This agency is welcoming and respectful.	44%	33%	22%	0%	0%
6	I have a leadership role in developing my goals.	22%	67%	0%	11%	0%
7	I believe I receive the services that I needed promptly.	44%	56%	0%	0%	0%
8	Please share what has helped you in your recovery.	Please See Comments Section				
		YES		NO		
9	In the last 12 months did you have trouble getting the help you needed?	11%		89%		
10	Were you given the chance to make decisions?	78%		22%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

2011-2012

COMMENTS REGARDING SPECIALIZED COMMUNITY RESIDENTIAL (SCR)

Question # 1. I am an active part of my team:

- I do my own meds and that's a good thing.
- They've allowed me to make the next step on my own when I'm ready. They really involve me in my own treatment.

Question # 2. Supports are responsive to my needs:

- Some of the staff is nasty and don't know how to cook. The rest of the staff is fine though.
- I think they do very well.
- When I need transportation for appointments. They are willing to help make that happen.
- I like to go to stores, shopping, without red tape or trouble. *There policy is to transport to appointments.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- I feel I can talk to them about anything.
- The staff here are very supportive and they'll listen to you and when you're in crisis they not only help you but they understand.
- Things are negative around here.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- They seem to care about me and what's going on in my head.
- I don't feel that I can recover.

Question # 5. This agency is welcoming and respectful:

- I would like to thank them.

Question # 6. I have a leadership role in developing my goals:

- They let me do what I need to do on the phone and computer and give me privacy.
- I don't exercise that.
- I don't wish to return to work. I'm on SS disability and am afraid to lose what little bit I have.

Question # 7. I believe I received the services that I needed promptly:

- When I have to go to the bank to get my check cashed I want to go ASAP.

Question # 8. Please share what has helped you in your recovery:

****Most helpful as identified by consumer:**

- Friendship and help people out (seeing if they need me to go somewhere for them)
- I am able to communicate with the staff.

- Everything.
- Staff.
- Being able to stay in a permanent place such as this.
- Support from staff.
- The way I get along with staff.
- I don't know. They are trying to get us out more than before.
- I don't know.

** **Least** helpful as identified by consumer:

- The location is kind of far away from things.
- Not going to get errands done as soon as possible.
- Physical problems.
- Lack of empowerment.
- Nothing.
- I don't know.
- I don't know.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- At the hospital I had trouble but here there pretty good.
- It's not necessary to take as many showers as I do here and transportation for errands.

Question # 10. Were you given the chance to make decisions?

Question # 11. What effect has the treatment you received had on the quality of your life?

- Real well. I go to church I go to my mom and dads' house and family functions. I enjoy that.
- Made me conscious about things going on around me. I was given the opportunity to have physical therapy.
- This place has been a constant and a place to call home in spite of difficulties.
- This place isn't likable.
- Very good.
- I don't know.
- Made me feel better.
- I don't know.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SUPPORTED EMPLOYMENT

N= 0		Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		0%		0%		0%		0%		0%
2	Supports are responsive to my needs.		0%		0%		0%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		0%		0%		0%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		0%		0%		0%		0%		0%
5	This agency is welcoming and respectful.		0%		0%		0%		0%		0%
6	I have a leadership role in developing my goals.		0%		0%		0%		0%		0%
7	I believe I receive the services that I needed promptly.		0%		0%		0%		0%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES		NO							
9	In the last 12 months did you have trouble getting the help you needed?		0%		0%						
10	Were you given the chance to make decisions?		0%		0%						
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

2011-2012

COMMENTS REGARDING SUPPORTED EMPLOYMENT

Question # 1. I am an active part of my team:

Question # 2. Supports are responsive to my needs:

Question # 3. I can communicate with my team about my strengths, problems, and goals:

Question # 4. I am receiving services that I need to assist in my personal recovery:

Question # 5. This agency is welcoming and respectful:

Question # 6. I have a leadership role in developing my goals:

Question # 7. I believe I received the services that I needed promptly:

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

Question # 10. Were you given the chance to make decisions?

Question # 11. What effect has the treatment you received had on the quality of your life?

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SUPPORTED HOUSING

N= 14		Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		29%		71%		0%		0%		0%
2	Supports are responsive to my needs.		43%		57%		0%		0%		0%
3	I can communicate with my team about my strengths, problems, and goals.		14%		79%		7%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		50%		50%		0%		0%		0%
5	This agency is welcoming and respectful.		64%		29%		0%		0%		0%
6	I have a leadership role in developing my goals.		14%		79%		7%		0%		0%
7	I believe I receive the services that I needed promptly.		29%		64%		0%		0%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES			NO						
9	In the last 12 months did you have trouble getting the help you needed?		0%				100%				
10	Were you given the chance to make decisions?		100%				0%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

2011-2012

COMMENTS REGARDING SUPPORTED HOUSING

Question # 1. I am an active part of my team:

- I think all the members should participate and be more respectful. Too much visiting and needs to be more respectful of other people others (consumer need to be)
- My support does include me. Nothing’s done behind my back.
- For the most part I’m cooperative but sometimes I don’t listen.
- I follow with my activities.

- Try to help out when I can.
- I sing and everyone seems to like that.

Question # 2. Supports are responsive to my needs:

- Case managers and staff have been nice here I've had no problems here.
- They're (the staff) is good, they're pretty thorough.
- They helped me out all the time, even when I don't listen. Everyone has tried to help me.
- They help me with my prescriptions and in getting for with everything I have to do.
- If you need help with something staff and case workers help you.
- The manager is great and my case worker here is the best. Best person I ever worked with.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- I can talk about something's but others I can't.
- Socializing is pretty good.
- I have a couple of friends in here.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- Because it seems as though everything's in my best interest.
- Psychiatrist is helping me.
- I use to go elsewhere but my truck is broke down and I can't get there.

Question # 5. This agency is welcoming and respectful:

- When I first came here they welcomed me and helped me get back on my feet. They gave me purpose for life again.
- They supported me during different stages within the last year.
- They welcomed me into the program and gave me a place to live when my family didn't want to deal with my anger.
- I'm allowed to go to California.
- They don't try to judge you.
- They have been very nice to me very helpful. If it were not for them where would I be.
- I've been very welcomed here since I moved here. Been with the program since 2009.
- I love this place.

Question # 6. I have a leadership role in developing my goals:

- They listen to my opinion.
- I have all my say with my case worker. That is I come up with ideas for goals.
- I need help with some of it.

Question # 7. I believe I received the services that I needed promptly:

- I was unemployed and they gave me chores to do and gave me a sense of community.
- Depending on the circumstance.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as identified by consumer:**

- Being able to recover in a safe and calm environment.
- Being able to talk to my therapist and case worker.
- Having to do chores.
- The supportive staff.
- Case managers.
- Being able to live my life and do the things I need to do.
- Having my own place to live and food and things that other people have.
- The right medication.
- Having the opportunity to manage my own life.
- The support here and my meds.
- The people that I have met over the years in this program.
- Taking my medicine.
- Respect.

**** Least helpful as identified by consumer:**

- Nothing really.
- Not knowing why everything happened. Not knowing why for being schizophrenic.
- Medication – I don't like being slowed down.
- Being supervised. I don't need supervision.
- Not being active.
- Not being in contact with the staff due to my isolation.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- Helping with California trip in giving permission to go.

Question # 10. Were you given the chance to make decisions?

- I feel that they know what's best for me and I just agree with them.

Question # 11. What effect has the treatment you received had on the quality of your life?

- Made me a better person.
- A lot improved it.
- 100% a lot better.
- Helped me improve my life.
- It brought me closer to my sisters.
- It's turned my life around. They try to help me.
- It's almost back to normal the situations it could be worse.
- It has bettered my life.
- I'm learning to be more cleanly. I clean my apartment every day and I feel good about that.
- Very positive.
- I don't know. It has helped me to become a better person.
- I feel better.

- Kept me out of hospitals. Hospitals more expensive than facilities. It works here. Staff and clients work together.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SUPPORTIVE LIVING

N=	0	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	0%	0%	0%	0%	0%
2	Supports are responsive to my needs.	0%	0%	0%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	0%	0%	0%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	0%	0%	0%	0%	0%
5	This agency is welcoming and respectful.	0%	0%	0%	0%	0%
6	I have a leadership role in developing my goals.	0%	0%	0%	0%	0%
7	I believe I receive the services that I needed promptly.	0%	0%	0%	0%	0%
8	Please share what has helped you in your recovery.	Please See Comments Section				
		YES		NO		
9	In the last 12 months did you have trouble getting the help you needed?	0%		0%		
10	Were you given the chance to make decisions?	0%		0%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				

2011-2012

COMMENTS REGARDING SUPPORTIVE LIVING

Question # 1. I am an active part of my team:

Question # 2. Supports are responsive to my needs:

Question # 3. I can communicate with my team about my strengths, problems, and goals:

Question # 4. I am receiving services that I need to assist in my personal recovery:

Question # 5. This agency is welcoming and respectful:

Question # 6. I have a leadership role in developing my goals:

Question # 7. I believe I received the services that I needed promptly:

Question # 8. Please share what has helped you in your recovery:

** **Most** helpful as identified by consumer:

** **Least** helpful as identified by consumer:

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

Question # 10. Were you given the chance to make decisions?

Question # 11. What effect has the treatment you received had on the quality of your life?

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

PSYCHIATRIC REHABILITATION

N=	15	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	I am an active part of my team.	53%	40%	7%	0%	0%
2	Supports are responsive to my needs.	53%	40%	7%	0%	0%
3	I can communicate with my team about my strengths, problems, and goals.	80%	20%	0%	0%	0%
4	I am receiving services that I need to assist in my personal recovery.	67%	33%	0%	0%	0%
5	This agency is welcoming and respectful.	73%	33%	0%	0%	0%
6	I have a leadership role in developing my goals.	40%	60%	0%	0%	0%
7	I believe I receive the services that I needed promptly.	60%	27%	0%	13%	0%
8	Please share what has helped you in your recovery.	Please See Comments Section				
		YES		NO		
9	In the last 12 months did you have trouble getting the help you needed?	20%		80%		
10	Were you given the chance to make decisions?	100%		0%		
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section				
2011-2012						

COMMENTS REGARDING PSYCHIATRIC REHABILITATION

Question # 1. I am an active part of my team:

- I come up with the ideas for my goal plan and they help me follow the goal plan.
- I am responsible.
- I help with the chores as well as preparing lunch.
- Yes I have to be.
- I just really like the classes, and I am getting a lot of them.
- Really enjoyed them. Really informative.

Question # 2. Supports are responsive to my needs:

- They have been willing to talk to me on the phone even when I don't have an appointment.
- Could use more help but don't know how to address that with the staff.
- Staff here are excellent. This place is really helpful. I like it here.
- The staff is currently helping prepare a goal plan.
- Psych rehab workers are very attentive to my needs.
- By talking with me and offering me some word of advice.
- I listen to the feedback to what they give me.
- They really helped in recovery.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- I talk to the psych rehab worker about anything that's going on in my life.
- We go over my problems and goals every week.
- I can discuss my problems.
- They always made time for you.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- I would like to see more psych rehab groups when I go out in the community.
- It helps some.
- We do a long term goal project to do every week.
- Seeing a psych rehab working.
- Talk with staff at class tie about my needs. Their very helpful.

Question # 5. This agency is welcoming and respectful:

- It's a nice place.
- Staff here are excellent.
- They are very nice.
- New people seem to be welcomed.
- They are responsive to my needs.
- Staff is friendly and we all seem to get along. The other clients are nice to me.
- Very respectful, confidential.

Question # 6. I have a leadership role in developing my goals:

- I decide what we are going to work on that week in relation to my goals.
- It's hard to deal with my goals.
- They let me make my own choices.
- I am setting my own goals that I want to work on.
- My PR worker lets me run my program.
- When I talk to staff about my goals I am the last one to make the decision of guarding conversations and ending them.

Question # 7. I believe I received the services that I needed promptly:

- I always have to make an appointment for psych rehab and I don't think that's necessary. It took me a year to start receiving services here.
- Nothing happens promptly here. My goals are at least 6 months out.
- It's difficult.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as indicated by consumer:**

- None.
- Helping keep the center clean, working.
- Med checks.
- Having one on one session with the psych rehab workers.
- To talk to others.
- Meeting / talking with psych rehab person.
- Talking about my problems.
- Therapy.
- Having people around me.
- Talking to staff.
- Anger management course, coping with triggers course, some OCD information, depression and bipolar information.
- Psych rehab groups. All other groups are helpful in my recovery, uplifting.
- Being in group. Others helping.
- Group going to groups.

**** Least helpful as indicated by consumer:**

- None.
- Reading the newspaper / bad news.
- Setting goals that were too high to obtain even when I set them myself.
- Relatives / family problems.
- Unmotivated people bring others down, the members no the staff.
- None.
- Not being a patient.
- Being ignored by other peers.
- Music group.
- Negative people.
- Not being in group.
- I didn't think anything.
- I can only meet with my PR worker for an hour at a time.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- Trouble with transportation to get to the center.
- My psych rehab person did an excellent job in helping me get my food stamps reinstated.
- In the beginning I could not access the services because of lack of transportation.
- Staff is good about trying to get me disability.
- My goals are at least 12 months down the road most of.

Question # 10. Were you given the chance to make decisions?

- With the goal plan, I decided what we are going to work on, what goals to achieve. I feel though I am in control.
- I am able to decide what to do to sign up for things at the center.
- My decisions are all mine. My PR worker can offer suggestions, but the decision is mine.
- They show me how to prepare meals.

Question # 11. What effect has the treatment you received had on the quality of your life?

- It helps with my social life. I communicate better with people.
- It helps me get out of the house and do something.
- It helps me a lot. I feel better when I take meds.
- It helped me break down my goals in smaller steps. That has made it more manageable for me.
- It helps but I need more help.
- I am happier now. I am much calmer. I enjoy in coming in, it gives me a place to go every day. If I didn't have this place I would sit at home depressed. Please leave this place open! I don't know what I will do without it.
- Psych rehab helps me be out of the hospital. Helps me deal with life better.
- It helps me stay sober and focused. It helps me move forward instead of looking back.
- Made me more aware of my disability.
- It gives me more of a positive outlook.
- It's been a big part needs I need to learn here.
- It helped me a little bit on my illness.
- It helps in my recovery, everyday life in staying stable.
- Helped with my anger problem.
- I feel better. I feel good.

SATISFACTION BY SERVICE (CONTINUED)

** Numbers were rounded off to the nearest whole number % resulting in a total of 99% to 101% on any one question

SOCIAL REHABILITATION

N=	38	Strongly Agree		Agree		Uncertain		Disagree		Strongly Disagree	
1	I am an active part of my team.		34%		58%		8%		0%		2%
2	Supports are responsive to my needs.		45%		53%		0%		3%		0%
3	I can communicate with my team about my strengths, problems, and goals.		50%		42%		8%		0%		0%
4	I am receiving services that I need to assist in my personal recovery.		47%		47%		0%		5%		0%
5	This agency is welcoming and respectful.		76%		16%		5%		3%		0%
6	I have a leadership role in developing my goals.		45%		50%		1%		3%		0%
7	I believe I receive the services that I needed promptly.		47%		39%		0%		13%		0%
8	Please share what has helped you in your recovery.	Please See Comments Section									
		YES			NO						
9	In the last 12 months did you have trouble getting the help you needed?		16%				84%				
10	Were you given the chance to make decisions?		97%				3%				
11	What effect has the treatment you received had on the quality of your life?	Please See Comments Section									

2011-2012

COMMENTS REGARDING SOCIAL REHABILITATION

Question # 1. I am an active part of my team:

- I play cards, I attend the activities. I go on walks, when people want to go on walks. Help with the chores.
- It makes me feel like I have the freedom to make my own choices and decisions.
- Follows direction.

- I'm also a staff member and I interact with other members-I do a variety of workshops, activities for daily living.
- Assertive.
- Cooking, cards, works at the Café.
- More responsibility as far as chores I do on a daily basis. I have become more part of the team.
- Washes dishes, clean tables.
- I feel that I am an active part of my team.
- I think that the social rehab is strongly applied in group and out of group. It's been very helpful.
- I'm hardly ever here.
- I participate. I'm not a consumer leader but I still help attending groups.
- I'd like to start coming more days.
- I'm learning a lot about my mental illness and I'm learning to stick with the program.
- I participate in the cooking.
- I love it here.

Question # 2. Supports are responsive to my needs:

- You get to make more decisions for yourself and they (staff) help you find phone numbers for resources that you need.
- Socialize.
- I can always go to my direct and speak with her and depend on other staff for support.
- Housing, family.
- I feel I only known staff a short time. I feel comfortable sitting down with them. I feel they are honest with me.
- Clips nails.
- Too much partiality.
- They may not seem like it at the time but they are.
- The others that come here to the club are very social, I'm happy as far as the group, and the place, everyone socializes.
- We have groups that are appropriate.
- If I have a problem I go to the staff and they drop everything to help me. They have a good attitude.
- I think it gives me what I need in a program. The staff is nice people too.
- The staff here, are really good.
- Not all the time. Sometimes staff stays to get help from members. We should have on computer to help us know how to use it. Sometimes staff is too busy.

Question # 3. I can communicate with my team about my strengths, problems, and goals:

- Staff let you tell them your problems, such as, son over-using cell phone.
- I don't do any therapy here. Coming here is my therapy.
- Doesn't really talk to staff that much.

- Family.
- I'm very comfortable of sharing all facets of my life. Where I've been and where I'm going.
- Help write letters to family.
- I like the staff, they help you out the best that they can. They give you encouragement and listen to your problems.
- People here are very helpful to my needs.
- I don't talk about my problems, I keep them inside.
- I am working on several goals now. It is important to have goals it gives you purpose to your life.
- I'm working toward becoming a CPS so I'm more involved than other consumers might be here.
- When we have groups I can comment without fear or delay.
- Their very supportive.
- I can go to them anytime if I have a problem.
- They are always a big help.
- The staff here are wonderful.
- But sometimes they are too busy or they not here.
- They do a good job.

Question # 4. I am receiving services that I need to assist in my personal recovery:

- I play cards with patients and staff.
- They help you find the services you need and give me support.
- Lunch. People to talk when I needed.
- I use the services as needed. Comply with rules and regulations. Follow direction as to what I need to do as a staff member.
- Wants more hot meals. Believes programs are very helpful.
- Self-esteem, confidence.
- I had a case manager and therapist. I just started coming back here and it gets me out of the house. I feel like I'm finally doing something. This is a coping skill.
- I feel they aren't providing enough information on my illness.
- I specifically get the help I need here.
- Computer classes and incentives to have goals. I have learned a lot about communication.
- I don't really feel like I need any services such as psych rehab. I'm doing really well in my recovery.
- It breaks the daily monotony up and I think it would be a boring day without group.
- There are plenty of groups that help in recovery.
- Staff is attentive to my needs and corrects me if I need corrected. The staff is excellent.
- The craft room is very beneficial to me.
- It helps me stay out of the hospital and keep my apartment.
- Being here and interacting with other people that are going through the same things is helpful. The groups are helpful and educational.

- It helps me get better.

Question # 5. This agency is welcoming and respectful:

- They are when you need help. Always there for you when you need her.
- There aren't any issues here that cannot be resolved in some manner.
- Personal greeting and respect.
- Staff very friendly, very helpful.
- From the moment you walk in. Especially the staff makes sure you are comfortable. This is what's really important.
- Socialize, lunch.
- I guess they treat you really good.
- I don't see to many new people coming in.
- I think everyone is treated equal here. Everyone is around to help and assist you.
- I hope that they get a good response from the public when they move to their new place.
- They were very welcoming and respectful the first day.
- They are pretty good. They are busy, yet they make time.
- Staff is very welcoming.
- Very respectful.
- Not always welcoming or respectful. Sometimes they can be a little rude.

Question # 6. I have a leadership role in developing my goals:

- My goal is to remain consistent. I'm good at remaining consistent.
- They let you decide what's best for you. Not what's best for them but for me.
- Able to make own decisions.
- It's up to me to assist in my recovery. I'm assisted by both staff and member in this goal.
- Mainly social program.
- Helps get out of the house.
- I have complete control over my daily activities. I can come and go from here as I please.
- Doesn't know about goals mainly comes for the socializing.
- I can personally adapt the program to meet my needs.
- I facilitate a couple of the groups here.
- When you go to talk with them they are there to help you to accomplish your goals and I work on my goals myself.
- It helps to be trying to do things – I feel productive.
- They let me decide what groups I attend and what I do.
- I get free reign over my life – within reason.
- They are very nice people to me.
- They have been very cooperative in letting me come 4 ½ days a week.
- I can help staff put signs on the kitchen drawers.
- I can do whatever I want to do.
- Sometimes I do have a leadership role in developing my goals.

Question # 7. I believe I received the services that I needed promptly:

- When I need to talk she is good at what she does.
- Housing, Food Bank.
- I was accepted as a member since then I have been well received.
- Moving from one place to another smoothly without any down time.
- I feel they aren't providing enough info on my illness.
- Whenever I need help here it's there.
- I work on accomplishing what I want in life, and what I need to do for myself, and for others to help where I can.
- When I did ask for help it's there with open arms.
- They started my goals the first day I got here.
- They are usually pretty quick about stuff.
- No comments. The calendar of activities helps me plan ahead.

Question # 8. Please share what has helped you in your recovery:

**** Most helpful as indicated by consumer:**

- Playing cards with other members and staff.
- When I had problems I can always go them for help.
- Staff.
- Working
- Hot meal
- Therapists, staff
- Being around people having a place to come that is safe. It has put my life back on track.
- Socialize, cards, structure.
- Socially, like meeting people and helping people out.
- Being able to talk to people.
- Association with people.
- The socialization class on Tuesday mornings.
- Being able to be around the people, and play games, and learn from others, but still be my own person.
- Being respected by the staff.
- Support system here- the staff listens.
- Being able to talk with other people.
- Interactions with other people.
- Being among people that I know in the community.
- Attending the groups and being able to express opinions helps to improve skills in the public.
- Partial hospitalization. Group therapy. Groups.
- Getting out and socializing and being reminded of recovery strategies.
- Socialization – I learned how to socialize without drinking beer or smoking pot.
- The groups.
- Staff and communication skills.
- Other consumers.

- The staff is helpful and kind and very welcoming.
- Being around people.
- Nothing. (I'm back to square one again.)
- Group.
- Taking my meds.
- Eating lunch with the group.
- Keeping busy.
- Reading.
- The trips, doing crafts.
- Laminating stuff, helping out, keeping busy.
- Groups.
- Participating in activities with other people who have the same diagnosis.
- Socializing with other clients.
- Doing arts and crafts.

****Least helpful as indicated by consumer:**

- I have to avoid over demands.
- Everything has been helpful in all areas.
- Everything seems to be good.
- Feeling down days it's not depression-It's overcome because I have so much to do here.
- I believe that there are some consumers here that would be best service at another facility.
- Not an appropriate question, everything helps.
- I think that if there's a problem you should get to a counselor and get help, everyone here has their own problems, and that pulls everyone else down.
- I never had any problems here.
- When we're expecting a group and it's cancelled its upsetting.
- Working during inpatient hospitalization.
- No, it's been pretty good overall.
- Their resources – to limited resources, staff is very limited with what they can do for us.
- None.
- I don't like hearing things about guns or alcohol.
- None.
- None.
- None
- None.
- Outings.
- When members are negative and sit around.
- None.
- None.
- Reading.
- None.
- Reading.

Question # 9. In the last twelve months did you have trouble getting the help that you needed?

- Always very helpful.
- Good.
- I had a case manager assigned to me and I had therapeutic as well as psychiatric need met.
- All my needs are being met.
- I usually keep my problems to myself.
- Only been coming here for 3-4 months.
- When I need any kind of help or assistance it's always been provided for me.
- Medical assistance was cancelled twice. Third time applying for food stamps.
- Before I came here.
- There is always self-help available in the library.
- But I would like the trips policy to change so that they allow service dogs. I will have one and the trips are very beneficial to me.
- I need help with the computer but still haven't got it.

Question # 10. Were you given the chance to make decisions?

- You got to make the choices that you needed and solving your own problems with help from staff.
- I make decisions on a daily basis.
- Has a problem with following through with goals. But has been given opportunities.
- My decisions seem to be important.
- When I was ready to be released, it fell through and I have an RC. Everything is going good for me.
- Too freely in the beginning needed more structure for longer in the beginning to set me up for success.
- I didn't want to make decisions, so I just follow what the rules are and I work within the system.
- If I don't want to do an activity, then I don't do it.

Question # 11. What effect has the treatment you received had on the quality of your life?

- I know I have some place to go instead of sit at home.
- It gave me more responsibility, choices and independence.
- I'm in a stable place which provides many opportunities for personal growth.
- Yes, much better, socializing, friends.
- Yes, improved lifestyle, getting out of the house.
- I've done a 180 in the last year. I was sleeping close to 16 hours a day. This program gets me out of bed. The high functioning consumers are here.
- Improve quality of life.
- Very good.
- It helped me to better understand some things about my illness.
- I think it has made me a little bit more outgoing.

- Greatly improved my quality of life.
- It's just been positive and given me a reason to live. I have friends now and this is my time for my friends, and being away from home.
- It's helped me become a little bit more responsible. I think its great here- I like the staff that we have- they work very well together and very well with all of us.
- It's improved and made it better.
- It helped me cope with the problems I had.
- Pretty good impact.
- Made me a better person.
- It's very good addition to my life – it helps to recognize and give respect to others.
- Increased it dramatically by having a place like here to come socialize at and look forward to coming.
- It's had a positive effect. The time I spend here I'm being useful.
- It helped me turn my life around, gives me a sense of hope and peace of mind.
- I think I'm doing good because of them.
- Having the option to go to groups I want to attend has been helpful.
- It's giving me confidence and let me see what my real issues are and let me take care of them.
- I have options it's had a positive effect.
- It helps me to socialize social rehab helps me keep my mind off chemical use and abuse.
- Social rehab will help me more if I was able to get here more often. Some days I just can't get out of bed and come here.
- It makes me feel better. I have the flexibility to come less days and that gives me time to get things done at home.
- Doing activities gives me something to do.
- Good – it makes me happier.
- It helps me. Social rehab gives me something to do.
- I feel better about myself.
- Making jewelry helps me. I have some place to go during the day. Social rehab increases my self-esteem. I am much happier since I started coming here. I would like to see more weekend outings and see it opened a few hours in the weekend so we have a place to go in the weekend.
- It helps me with depression. I had a heart attack a while ago and they helped me with that. It helps me cope with my symptoms.
- It helps me learn new things in groups.
- It helps me to avoid isolation. It helps me make new friends and to understand my illness better.
- It helps me be more social with the other members.
- It helps me. It keeps me busy. It helps my health.

CONCLUSIONS/RECOMMENDATIONS

The overall satisfaction with county services remained constant. It is encouraging to know the services received are beneficial to recovery. However, satisfaction in specific areas decreased slightly from prior years. This will be important information for individual providers as they evaluate the effectiveness of the services they deliver and identify areas for improvement. It is the commitment of the CFST to persistently increase the level of understanding with our local stakeholders regarding the importance and use of the survey information. This will lead to a more educated stakeholder and more active participation in data gathering.

Last year we did not meet our goal for providers to receive individual feedback. We recognize that the dialogue with providers on internal changes that would lead to a greater integration of the recovery philosophy is essential. Therefore it is our goal to consistently initiate this dialogue every year. It is also recommended that additional opportunities for provider trainings based on the results of the CFST surveys be held in 2012-2013.

Providers will continue to receive individual feedback although individual feedback was not included in the body of this report.